



## ConneCT Public Dashboard January 2015

## ConneCT Public Dashboard – December 2014

### Self Service

#### Pre-Screening

**91,744**
*Screenings completed since implementation*
*3.6% growth from previous month*

#### Online Applications

**51,114**
*Applications submitted since soft launch 10/13*
*8.7% growth from previous month*

#### MyAccount

**104,944**
*Online client accounts created since implementation 07/08/13*
*3.5% growth from previous month*

#### Client Information Line

**145,778**
*Phone (interactive voice-response) client accounts since implementation 07/08/13*
*2.1% growth from previous month*

#### ConneCT Online Status

**100%**

	December 2014	November 2014	October 2014	September 2014
Total Hours Available	100	99	97%	100%
Full Days Available	100	99	96%	100%
Total Hours Interruption	0	7	9	0

### DSS Processing & Outcomes

#### DSS Work Items

**7,963,269**
**Total Documents Scanned since implementation: 7,963,269**

	December 2014	November 2014	October 2014	September 2014
Incoming	403,935	379,391	441,223	443,725
Processed	450,633	439,127	484,218	470,042

#### Service Centers

**40,133**

	December 2014	November 2014	October 2014	September 2014
Walk-Ins	40,133	34,695	44,456	40,572

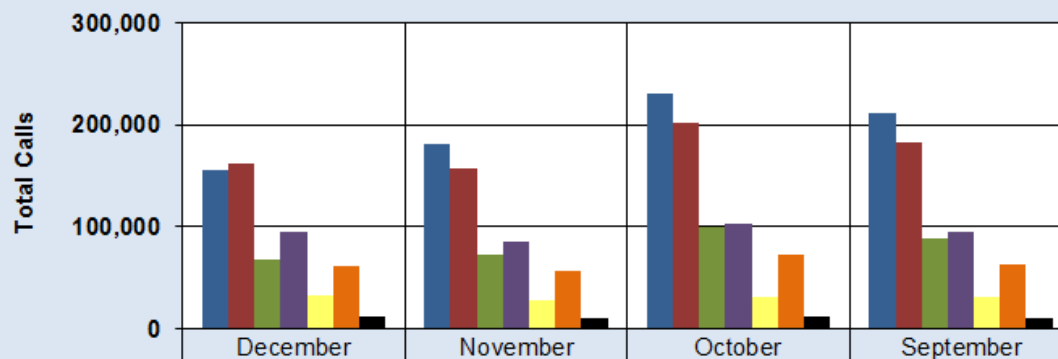
#### Benefits Centers

**32,881**
**Total Calls Answered to Date by Benefit Centers (since 7/1/13): 734,372**

	December 2014	November 2014	October 2014	September 2014
Average Wait Time (mins)	64	65	75	66
Calls Answered	32,881	28,078	31,418	31,461

## ConneCT Public Dashboard – December 2014

Number of Calls Placed to the Benefits Center: September-December 2014

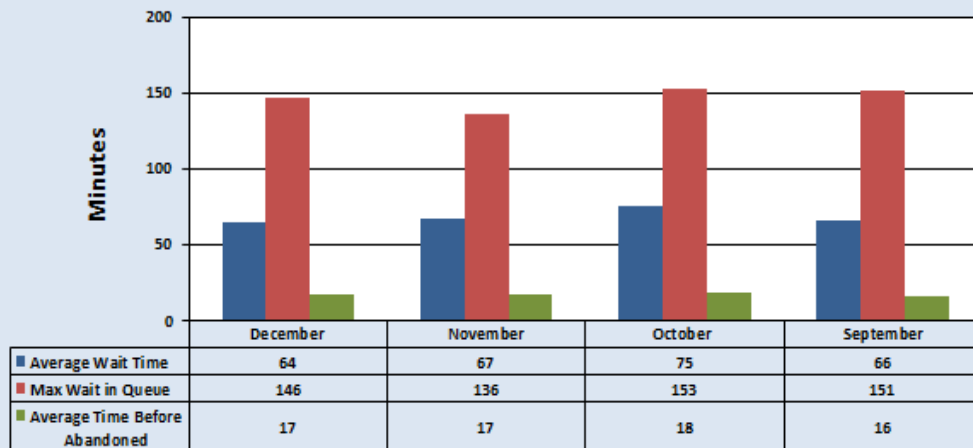


■ Total Calls to the IVR (24 hours period)	154,671	181,410	230,668	210,587
■ Total Calls to the IVR (Business hours)	161,814	157,341	202,155	182,693
■ Total Calls Resolved by the IVR	67,477	72,312	99,038	88,489
■ Total Calls Transferred to the BC	94,337	85,029	103,117	93,999
■ Calls Answered By the BC	32,881	28,250	31,418	31,461
■ Calls Abandoned in BC Queue	61,423	56,579	71,685	62,722
■ Interviews Conducted	11,633	10,245	10,842	10,365

- Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance

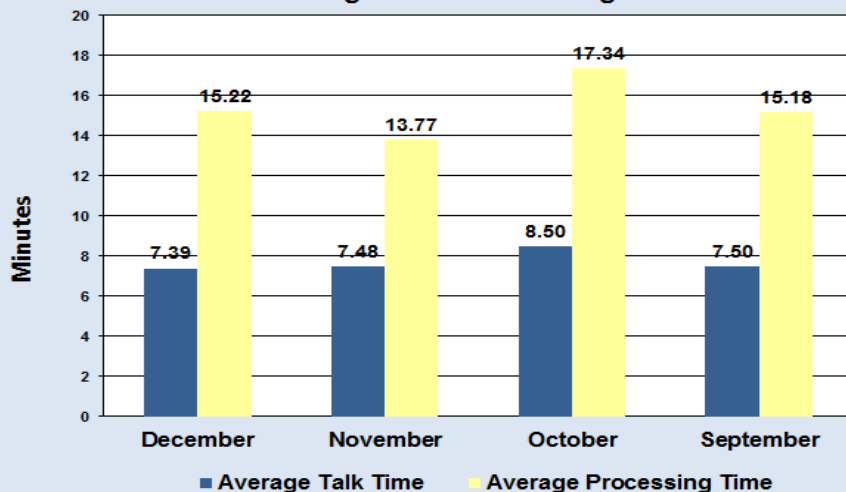
## ConneCT Public Dashboard – December 2014

Benefits Center Wait/Abandon Times



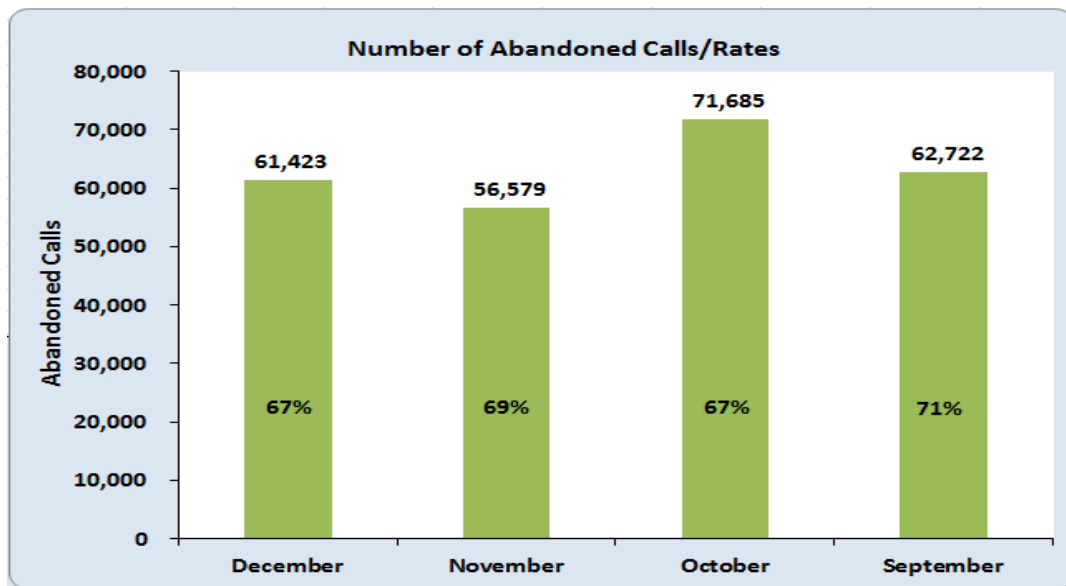
- The average wait time for those who entered the queue to speak to a worker

Average Talk-Processing Times

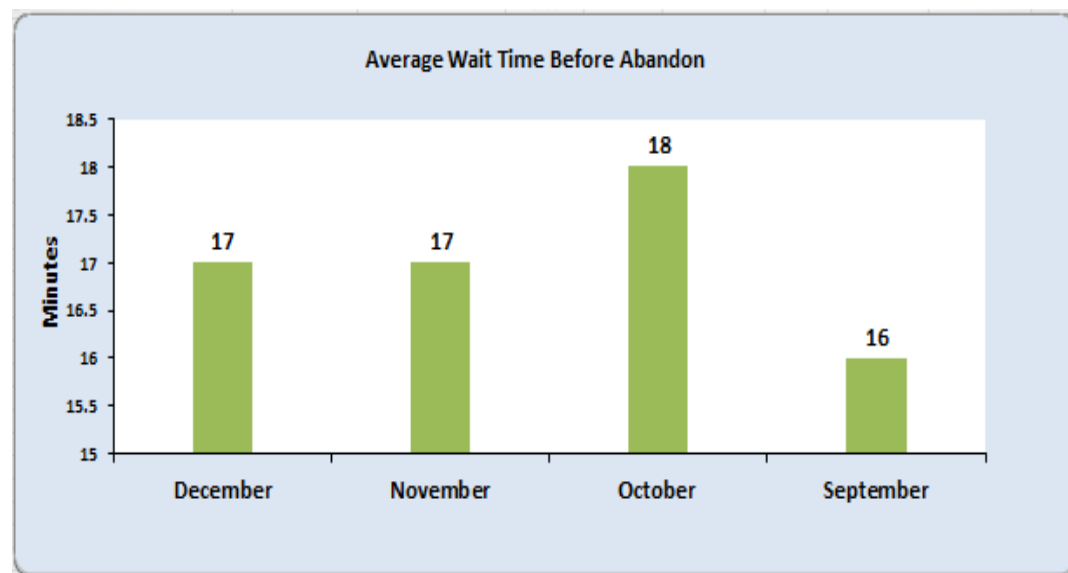


- Average length of time workers talk to caller
- Average length of time workers take to process a case after speaking with caller

## ConneCT Public Dashboard – December 2014

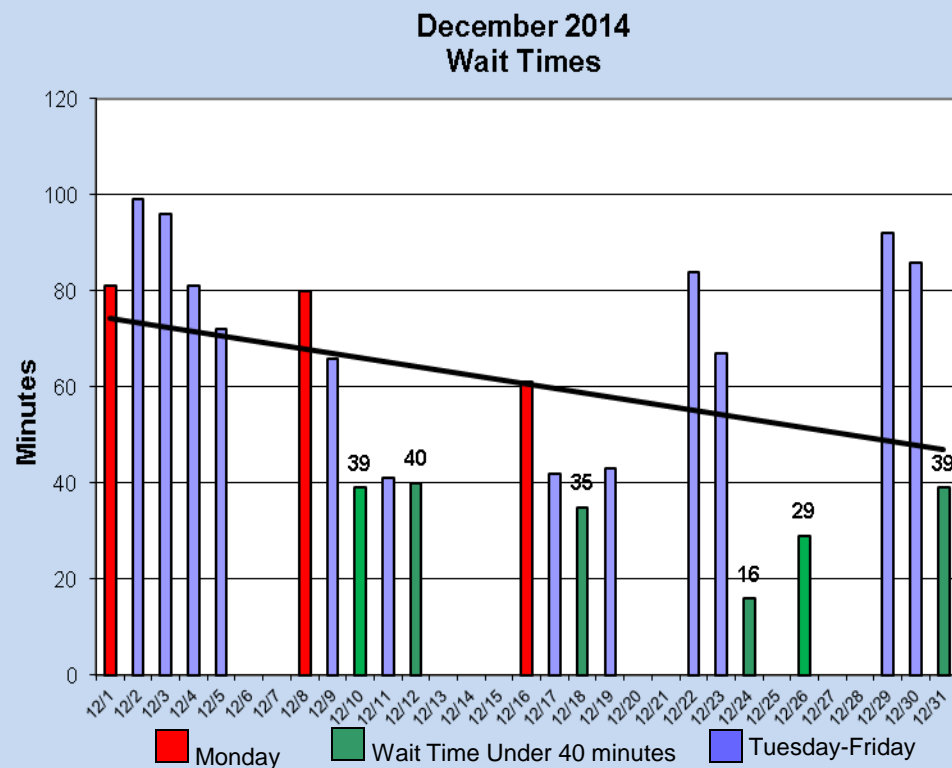


- Calls that entered the queue to speak to a worker but caller disconnected before worker responded



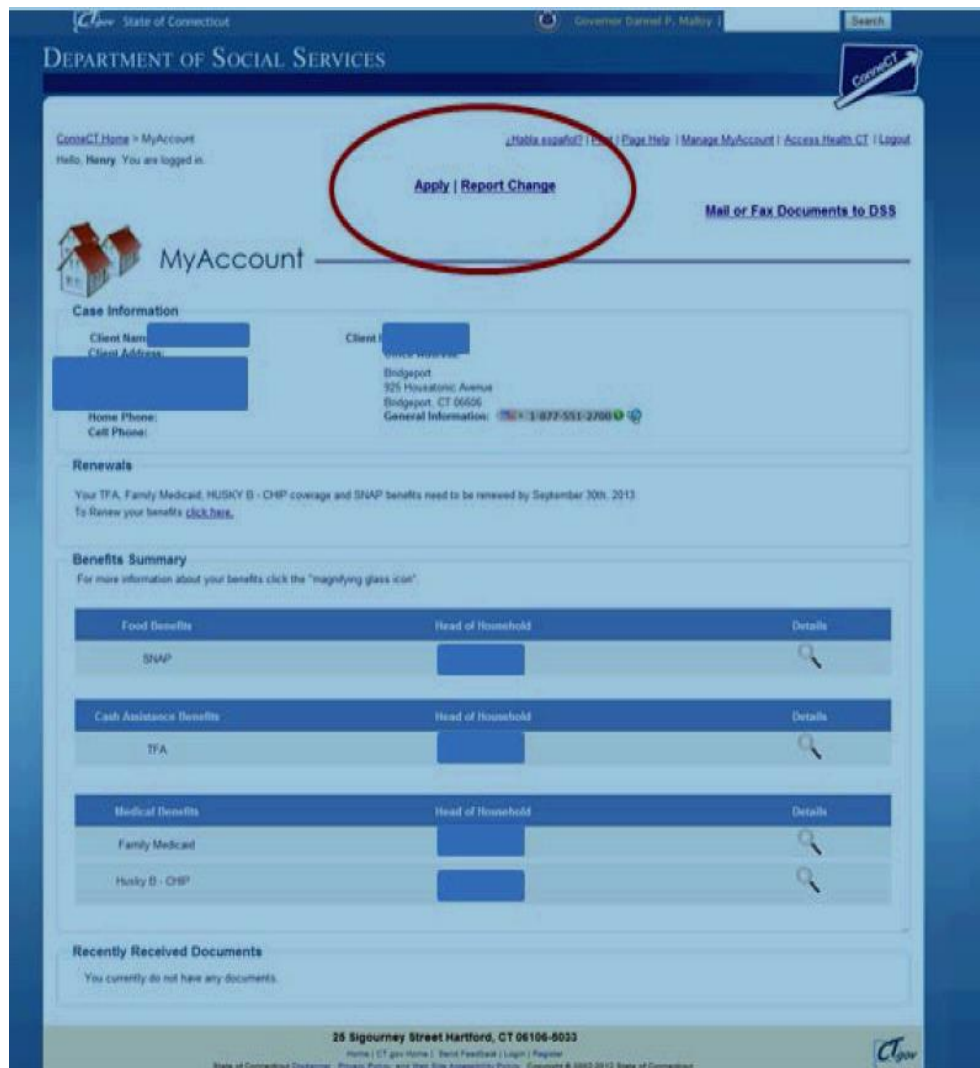
- From the abandoned calls, the average wait time from when the caller entered the queue to speak to a worker until caller hung up before a worker responded

## ConneCT Public Dashboard – December 2014



- December average call wait times experienced a steady decline throughout the month. On six days, wait times fell below 40 minutes.

## ConneCT Public Dashboard – December 2014



State of Connecticut Governor Dannel P. Malloy Search

DEPARTMENT OF SOCIAL SERVICES

ConneCT Home > MyAccount  
Hello, Henry. You are logged in.

[Apply | Report Change](#) [Mail or Fax Documents to DSS](#)

**MyAccount**

**Case Information**

Client Name: [REDACTED]  
Client Address: [REDACTED]  
Home Phone: [REDACTED]  
Cell Phone: [REDACTED]


Client ID: [REDACTED]  
Service: [REDACTED]  
Bridgeport  
325 Housatonic Avenue  
Bridgeport, CT 06650  
General Information: 1-877-531-2700


**Renewals**



Your TFA, Family Medicaid, HUSKY B - CHIP coverage and SNAP benefits need to be renewed by September 30th, 2013.  
To Renew your benefits [click here](#).

**Benefits Summary**

For more information about your benefits click the "magnifying glass icon".

Food Benefits	Head of Household	Details
SNAP	[REDACTED]	

Cash Assistance Benefits	Head of Household	Details
TFA	[REDACTED]	

Medical Benefits	Head of Household	Details
Family Medicaid	[REDACTED]	
Husky B - CHIP	[REDACTED]	

**Recently Received Documents**

You currently do not have any documents.









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### ***Client Online Change Reporting Option Launched***

A significant update has been implemented for Online Changes to the Client Portal, MyAccount. Clients are now able to report changes and upload supporting verifications through their MyAccount. This is an important and highly anticipated feature for those we serve.



## Benefit Center Activities

- Update Business Processing Guide 07/2014 
- Altura Assessment of Call Back Functionality 08/2014 
- Updated Business Procedures Guide 09/2014 
- Established BC 'Frontline Workgroup' 09/2014 
- Agent Skillset Standardization 09/2014 
- System Training (Managers/Supervisors) 10/2014 
- National Consultant of BC Functionality 10/2014 
- Connecticut Career Trainees (CCT) – Training 11/2014 





**Thank You**